

2661

Attorney Docket No.: NUASI-00200

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Justin Broughton et al.

Serial No.: 09/774,944

Filed: January 30, 2001

For:

DIGITAL MULTIMEDIA

CONTACT CENTER

Group Art Unit: 2661

Examiner:

TRANSMITTAL LETTER

162 N. Wolfe Road Sunnyvale, CA 94086 (408) 530-9700

Customer No.: 2896 RECEIVED

Commissioner for Patents
•P:O. Box 1450
Alexandria, VA 22313-1450

JUL 0 1 2004

Technology Center 2600

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. <u>08-1275</u>. An originally executed duplicate of this transmittal is enclosed for this purpose.

Respectfully submitted, HAVERSTOCK & OWENS LLP

Dated: 6-25-04

Thomas B. Haverstock

Reg. No.: 32,571

Attorneys for Applicants

DERTIFICATE OF MAGEING (37 CFR§ 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLI

10to 6-65-04 BV



PATENT Attorney Docket No.: NUASI-00200

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In re Application of:	Group Art Unit: 2661			
Justin Broughton et al.	Examiner:			
Serial No.: 09/774,944)) <u>CERTIFICATION FOR</u>) SUPPLEMENTAL INF			
Filed: January 30, 2001	DISCLOSURE STATEMENT UNDER 37 CFR § 1.97(e)			
For: DIGITAL MULTIMEDIA CONTACT CENTER) 162 North Wolfe Road) Sunnyvale, CA 94086) (408) 530-9700	RECEIVED		
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Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

Certification

I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited either within Official Action mailed on June 10, 2004. Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)

Attorney Docket No.: NUASI-00200

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted, HAVERSTOCK & OWENS LLP

Dated: 6-25-04

Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR§ 1.8(a))

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- 2 -



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In re Application of:

Justin Broughton et al.

Serial No.: 09/774,944

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For: DIGITAL MULTIMEDIA CONTACT CENTER

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Group Art Unit: 2661

Examiner:

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

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Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

Applicants have become aware of the following printed publications which may be material to the examination of this application:

- U.S. Patent No. 5,282,243;
- U.S. Patent No. 6,188,673 B1; and
- U.S. Patent No. 6,639,982 B1.

PATENT

Attorney Docket No.: NUASI-00200

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 6-25-04

Thomas B. Haverstock

Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR§ 1.8(a))

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HAVERSTOCK & OWENS LLP.

FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office INFORMATION DISCLOSUSE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)			Attorney Docket No.: NUASI-00200		Serial No.: 09/774,944				
			ICANT	Applicants: Justin Broughton et al.					
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			U	.S. PATENT DOC	CUMENTS				
Examiner Initials		Serial / Patent Number	Issue Date	Applio	cant / Patentee	Class	Subclass	Filing	Date
	AA	5,282,243	01/25/94	Dat	baghi et al.	379	201	11/06/92	
	AB	6,188,673 B1	02/13/01	Bauer et al. Stuart et al.		370	252	09/02/97	
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